



# Department of Public Safety Fire and Explosive Investigations

## “Short Fuse” Report Out

November 9, 2007

# Team Members

Jess Dunn



# Team Members

Jess Dunn



- Jeff Quigle
  - Tony Collins
  - Jess Dunn
  - John Ticer
  - Brian Seymour
  - Dennis Schwartz
  - Mike Hayman
  - David Linkletter
  - Art Sullivan
  - Jared Kirby
  - Chris Van Vleet
  - Neil Schultz
  - Ray Fiedler
- State Fire Marshal office  
Clive Fire Dept.  
DCI Crime Lab  
State Fire Marshal office  
Iowa Fireman's Assoc.  
Iowa Workforce Develop.  
Davenport Fire Department  
State Fire Marshal office  
Iowa Police Executive Forum  
Iowa Insurance Fraud Bureau  
ATF  
Polk County Sheriff Office  
DCI



- ***This event will address the fire and explosive investigation process from the point of contact by a law enforcement or fire service agency to issuance of report.***



## Objectives

- Increase awareness of fire and police chiefs and sheriffs of available assets and services
- Increase efficiency and effectiveness of investigations and case reports
- Eliminate case report backlog
- Identify SOP for timing of response to investigations
- Identify departmental or other assets that could assist the Fire Marshal division

## Goals

- Establish standard protocols for determining whether an investigation should be initiated
- Establish standards for case report completion
- Establish standards for response times based on priorities
- Information made available to 100% of fire and law enforcement agencies on available resources and priorities



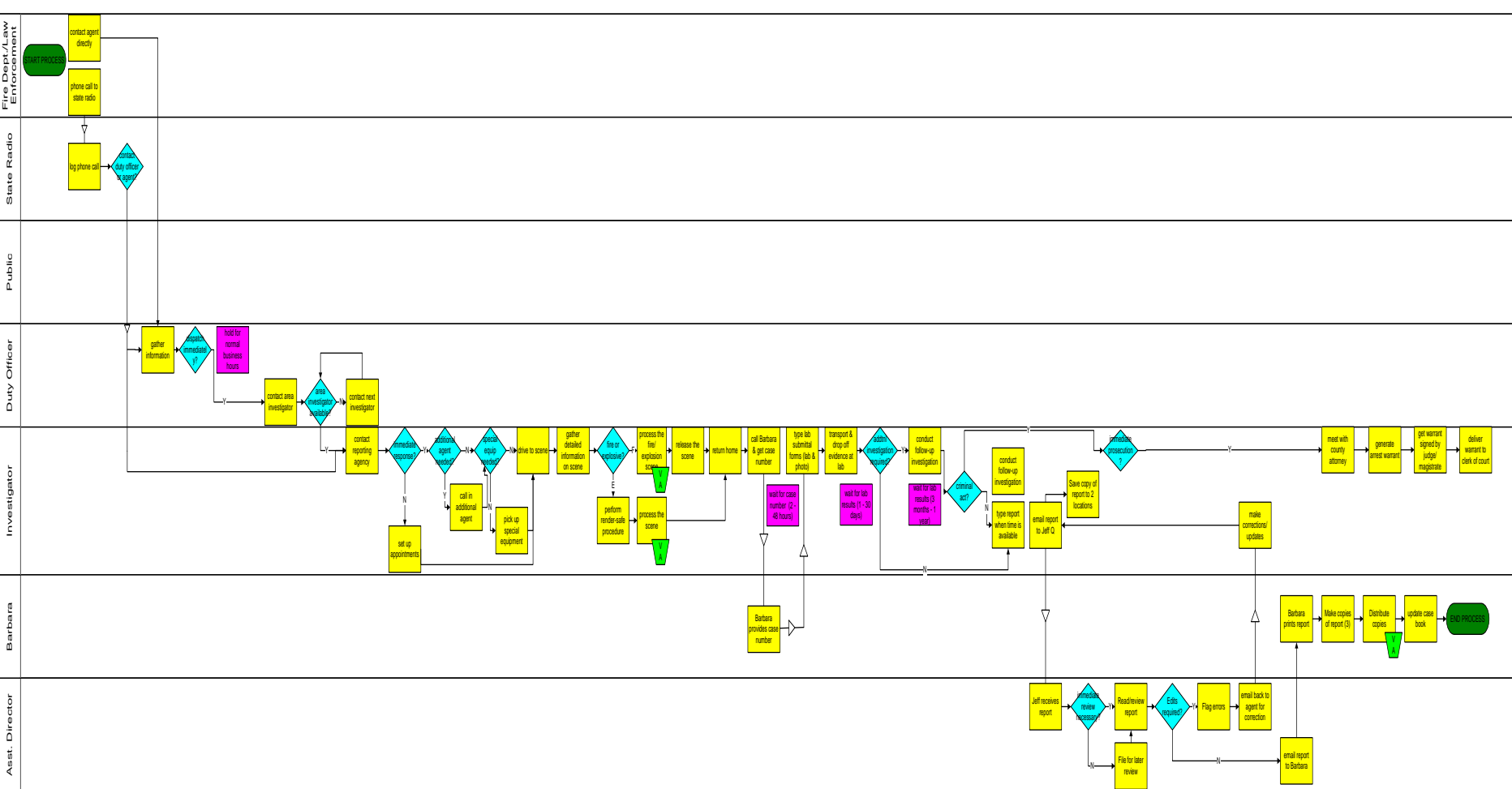
- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities

# Current State

John Ticer



Department of Public Safety - Fire & Explosion Investigations

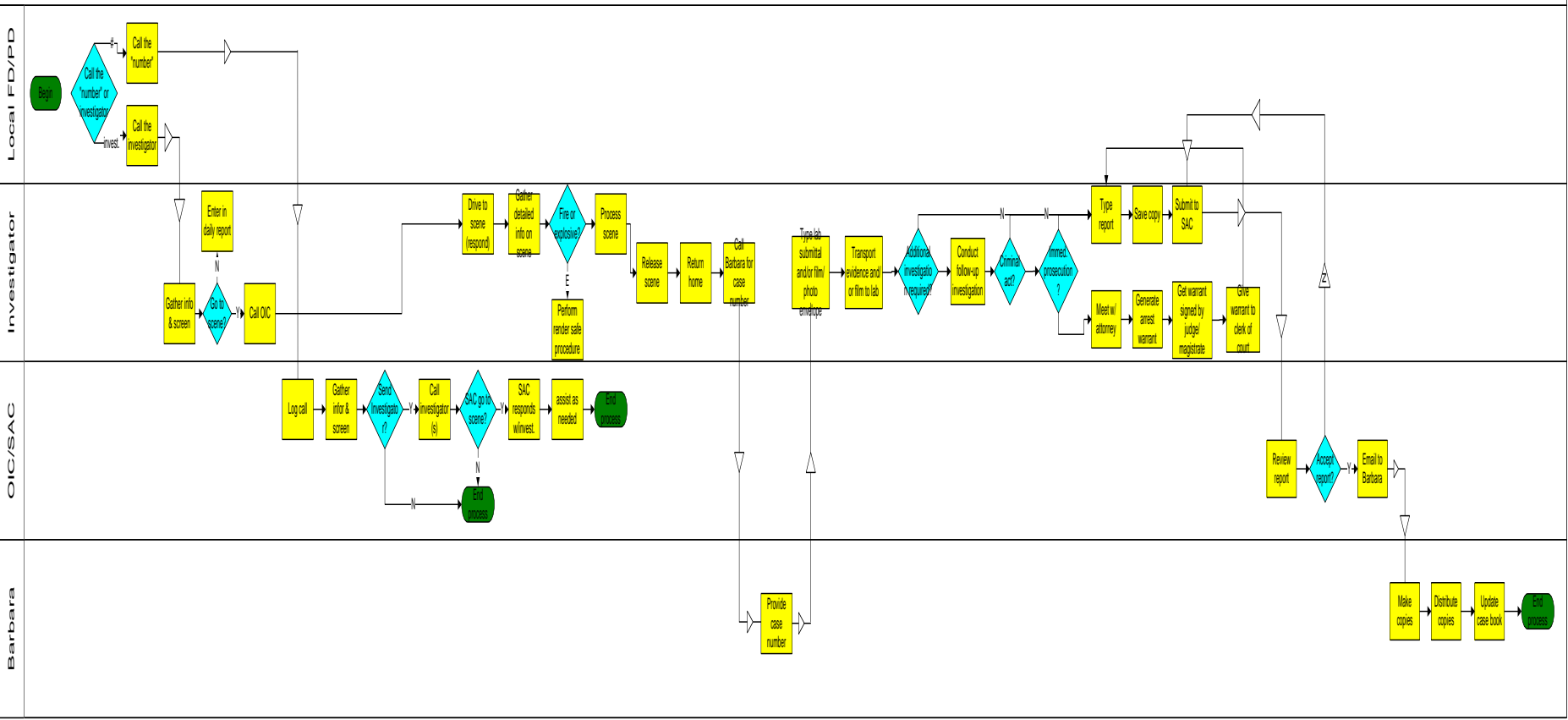


# Future State

John Ticer



Department of Public Safety - Fire & Explosion Investigations (NEW)







## Fire & Explosives Investigations

### *METRICS*

	Current	To Be	Difference
Steps	41	33	19.5%
Decisions	11	9	18.2%
Loop Backs	2	1	50.0%
Delays	5	5	0.0%
Hand-offs	9	5	44.4%
Cycle time Sum	42.4 hours	42 hours	
Lead Time	4934	1080	78.1%
Value Added	4	4	

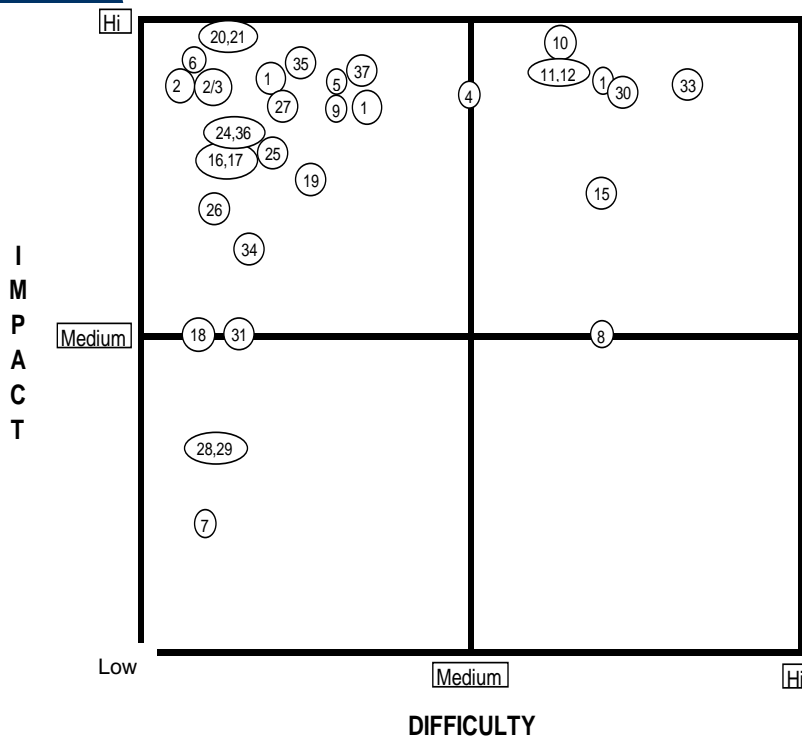
# Impact Difficulty Matrix

Jared Kirby



## Action Items:

1. Communication/education of local departments
2. Flexibility of investigator hours
3. Authority to make decision on overnight stays
4. Sharing resources of communities with investigative abilities (28E Agreements with career fire departments)
5. Encourage/Require involvement of local departments
6. Every call for service should be screened by supervisor before response
7. Trax-Incident reporting Time Activity Reporting
8. Data entered in Trax/TARS on site
9. Develop access data base to replace daily reports
10. Supervisor to oversee training requirements
11. Get agents to divide state and set up/facilitate regional training
12. work with regional bomb squads
13. One week training session for all agents to get up to speed
14. Review training budget
15. Coop with other agencies for training
16. Route all incoming calls through supervisor
17. Make duty agents people within your bureau
18. One phone number for people to call (only available to official sources)
19. Divide state in thirds, have duty agent on standby-8 hours comp for the duty (cost?)
20. Take open FTE and make SAC (Special agent in charge)
21. Sacrifice FTE for bomb squad commander
22. Take Des Moines agent and place in field to help with caseload
23. Submit error-free reports
24. Clearly identify org chart-re-draw align and enforce new one
25. Peer review reports-technical items
26. Sample based review and audit
27. written policy on certain cases with auto trigger to determine when 2 agents are needed
28. Requirements for transporting bomb equipment/other equipment-does not need tech. person to deliver
29. Documented/enforced policy on operation of equipment
30. Communication, education and training
31. Develop checklist of items for investigators to use/ask when contacted-to determine priority level
32. Mandatory CALEA-18 months
33. On-line data repository
  - a. Centralized, searchable database
  - b. Entire case-report can be added on-line
  - c. Categorize reports by case type-standard reports
34. Categorize reports by case type-standard reports
35. Set deadline for completion of reports
  - a. 45 days for rough draft
  - b. 2 years to close



# Key Improvements

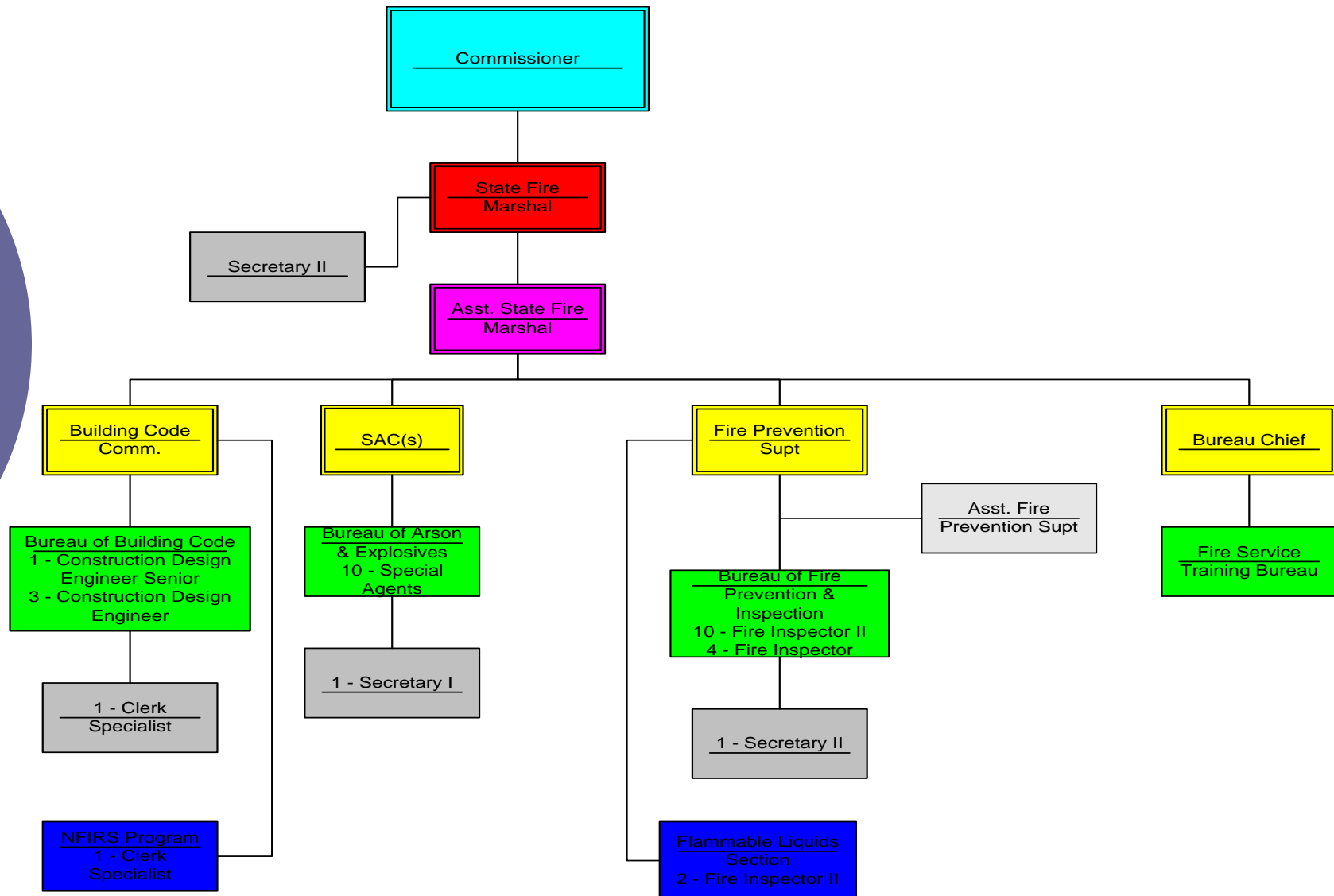
Chris Van Vleet



- Documented policy regarding priority of incidents we respond to
- Established methods to educate local agencies
- Devised initial call screening script to determine severity - nature of call
- Created plan to eliminate open case backlog
- Created policy to always deploy multiple agents when necessary
- Defined the need for SAC position without reducing investigative capacity
  - Role and responsibilities
  - Cover training requirements
  - Peer reviews
  - Case accountability / workload management

# Proposed Org Chart

Chris Van Vleet



# Kaizen Newspaper

Ray Fiedler



No.	What	Who	When
1	Draft document describing hotel stay option	David/Chris	11/8/2007
2	Sharing resources of communities with investigative abilities (28E agreements w/career fd's) – Talk to local groups about task force – Talk to Jim & Jeff about this and interdepartmental help	Jess	11/8/2007
3	List of questions to be asked when screening calls for assistance	Jared/John	11/8/2007
4	Develop Access data-base to replace daily reports	Jeff	11/8/2007
5	Document a training proposal	Mike/Brian	11/8/2007
6	Write guideline on supervisor involvement before responding to a call	Jeff	11/8/2007
7	Talk to Jim about moving FTE from other bureau	Jeff	11/8/2007
8	Redraw organizational chart (proposed)	John/Tony	11/8/2007
9	Document policy on peer review of reports	David/Jess/Chris	11/8/2007
10	Develop sample review process	Chris/Jess	11/8/2007
11	Draft immediate response guideline	Jared/John	11/8/2007
12	Categorize cases by type and standardize reports (templates)	Chris/John/Jess	11/8/2007
13	Establish policy on timing for completion of reports	Jeff	11/8/2007
14	Talk to Jim about establishing training/travel budgets (also approach commissioner) Departmental funding request	Brian	11/16/2007
15	Follow up with Jim about film vs. digital photos	Mike	11/8/2007
16	Publish article on response criteria in Iowa Firefighter magazine - Talk to Jeff G. to help with article – share article with IAAI and others, link to web page	Brian	11/8/2007
17	Draft policy to send 2 agents when necessary	Jeff	16-Nov

# Key Learnings

Ray Fiedler



- There was no mandated report deadline
- I can learn more by listening
- Helps to understand how other agencies function
- Some things take longer than I thought
- It's encouraging we're trying to fix what's broken
- People who actually do the work got to help set policy

# Team Member's Experience







# Comments

Mike Rohlf / Mike Bawn





We welcome your questions and comments!